



Department of Medical Assistance Services  
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Richmond, Virginia 23219

[www.dmas.virginia.gov](http://www.dmas.virginia.gov)

# MEDICAID PROVIDER MANUAL UPDATE

**TO:** All HIV & AIDS Waiver, Assisted Living, BabyCare, Independent Laboratory, Individual and Family Developmental Disabilities Waiver Services, Nursing Facility, School Division, and State and Local Hospitalization providers participating in the Virginia Medical Assistance Program, Managed Care Organizations, and holders of the HIV & AIDS Waiver, Assisted Living, BabyCare, Independent Laboratory, Individual and Family Developmental Disabilities Waiver Services, Nursing Facilities, School Division, or the State and Local Hospitalization Provider Manuals

**FROM:** Patrick W. Finnerty, Director  
Department of Medical Assistance Services (DMAS)

**MEMO:** Update

**DATE:** 7/20/2007

**SUBJECT:** Update to Provider Manuals

The purpose of this memorandum is to notify you of changes to Chapter V of your HIV & AIDS Waiver, Assisted Living, BabyCare, Independent Laboratory, Individual and Family Developmental Disabilities Waiver Services, Nursing Facility, School Division, or State and Local Hospitalization Provider Manuals. The attached table shows the changes to these provider manuals. Please download the new pages to insert into your Provider Manual and retain the attached table.

The Chapter Vs (Billing Instructions) have been updated to reflect changes in the general billing instructions. Specifically, DMAS is replacing a significant amount of text in these Chapter Vs with new text to address changes due to the implementation of the National Provider Identifier (NPI) number.

Please review these changes carefully.

## **ELIGIBILITY AND CLAIMS STATUS INFORMATION**

DMAS offers a web-based Internet option (ARS) to access information regarding Medicaid or FAMIS eligibility, claims status, check status, service limits, prior authorization, and pharmacy prescriber identification. The website address to use to enroll for access to this system is

<http://virginia.fhsc.com>. The MediCall voice response system will provide the same information and can be accessed by calling 1-800-884-9730 or 1-800-772-9996. Both options are available at no cost to the provider.

### **COPIES OF MANUALS**

DMAS publishes electronic and printable copies of its Provider Manuals and Medicaid Memoranda on the DMAS website at [www.dmas.virginia.gov](http://www.dmas.virginia.gov). Refer to the “DMAS Content Menu” column on the left-hand side of the DMAS web page for the “Provider Services” link, which takes you to the “Manuals, Memos and Communications” link. This link opens up a page that contains all of the various communications to providers, including Provider Manuals and Medicaid Memoranda. The Internet is the most efficient means to receive and review current provider information. If you do not have access to the Internet or would like a paper copy of a manual, you can order it by contacting Commonwealth-Martin at 1-804-780-0076. A fee will be charged for the printing and mailing of the manuals and manual updates that are requested.

### **“HELPLINE”**

The “HELPLINE” is available to answer questions Monday through Friday from 8:30 a.m. to 4:30 p.m., except on state holidays. The “HELPLINE” numbers are:

1-804-786-6273 Richmond area and out-of-state long distance  
1-800-552-8627 All other areas (in-state, toll-free long distance)

Please remember that the “HELPLINE” is for provider use only. Please have your Medicaid Provider Identification Number available when you call.

### **NPI TRAINING AND EDUCATION**

DMAS is conducting Web-Based Q&A sessions on topics associated with NPI such as taxonomy codes, subparts, group enrollment, new paper claim forms, and other NPI related topics. Visit the DMAS Learning Network at [http://www.dmas.virginia.gov/LN-upcoming\\_events.htm](http://www.dmas.virginia.gov/LN-upcoming_events.htm) for additional details on the new “WebEx” Web-Based training and other DMAS training opportunities.

Attached Number of Pages: (1)

***HIV & AIDS Waiver, Assisted Living, BabyCare,  
Independent Laboratory, Individual and Family Developmental  
Disabilities Waiver Services, Nursing Facility, School  
Division, and the State and Local Hospitalization  
PROVIDER MANUALS***

**REVISION CHART  
July 20, 2007**

**SUMMARY OF REVISIONS**

<b>MANUAL SECTION</b>	<b>MATERIAL REVISED</b>	<b>NEW PAGE NUMBER(S)</b>	<b>REVISED PAGE(S)</b>	<b>REVISION DATE</b>
Chapter V	Chapter V		Entire Chapter	7/20/2007

**FILING INSTRUCTIONS**

<b>MANUAL SECTION</b>	<b>DISCARD</b>	<b>INSERT</b>	<b>OTHER INSTRUCTIONS</b>
Chapter V	Old Chapter V	New Chapter V	